

# Simplification of Work Processes and Procedures

## Why Attend

- 'Going back to basics' is the main theme of this highly interactive course which aims to help participants recognize the need to simplify their organizational processes and procedures. The course will provide the participants with international best practices which will help them understand causes of complexity and identify areas for improvement by focusing on eliminating waste, simplifying procedures, and standardizing and automating opportunities. Participants in this practical course will also learn to use tools to map and diagram processes and procedures revealing issues and opportunities for improvement. Various hands-on tools will present participants with the opportunity to transfer this knowledge to their organization and expect immediate results.

## Course Methodology

- This course depends heavily on hands-on exercises and analysis of case studies. Through presentations and group discussions, participants will share ideas and discuss opportunities. In addition, plenary debriefs will be used to enhance the learning experience.

## Course Objectives

By the end of the course, participants will be able to:

- Recognize the principles of organizational design and their linkage to complexity
- Identify the impact of complex policies and procedures in organizations
- Examine the use of flow charts and work flow techniques
- Compare various tools for simplification and mapping
- Analyze and effectively distribute work allocated to employees in an organizational unit
- Appraise the importance of office layout and processes in terms of improving efficiency

## Target Audience

- Managers, supervisors and employees who are involved in the design or simplification of procedures as well as end users.

## Target Competencies

- Applying simplification
- Process mapping
- Understanding lean and waste
- Organizational design
- Enhancing Productivity
- Simplifying layout design

### The management process in perspective

- The planning – controlling link
- Types of plans
- Organizing and allocating resources
- Directing and controlling individual and organizational performance
- The control process
- Types of control
- Principles of organization design
- Designing organizational charts
- Common mistakes in organization design

### Policies and procedures

- Definitions and concepts
- Policy and procedures manual
- Importance and goals of procedures
- Signs of complicated procedures
- Work simplification goals
- Procedure for developing effective procedures
- Productivity defined
- What are the causes of poor productivity?
- How to improve productivity

### Mapping simplification of improvement of processes and procedures methodologies and tools

- The Methodology of improvement
- Selection of procedure(s)
- Data analysis and evaluation
- Suggestions for improvement
- Implementation
- Follow-up and evaluation
- Types of maps
- Benefits of Maps
- Preparing and analyzing flow charts
- Simple process flow procedure charts
- The parallel and sequential techniques

- Lean principles to simplifying processes
- The eight types of Waste
- Lean Tools
- 5S program
- Swim lane charts
- Value stream mapping
- Supplier Input, Process, Output, Customer (SIPOC) analysis
- The turtle diagram
- Shell 'ESSA' model for simplification
- Procedures process flow chart
- The multi column process chart
- Success factors for simplification of procedures
- Innovation, Industry 4.0 and impact on processes

### Concept and importance of work distribution chart

- Preparing and analyzing a work distribution chart
- Reallocation of workload and redistribution of jobs

### Simplifying space design and layout

- Using spaghetti diagram for analyzing distance and department layout
- Office and department layout analysis
- Redesigning offices by using office layout charts